



## **Whitaker Training - Booking & Cancellation Policy**

We understand that sometimes schedules change. To be as transparent as possible, here is our cancellation policy, designed to be fair to both parties.

### **For Standard Courses (From Our Brochure)**

Our standard courses are designed to be simple to book and attend. We require full payment upfront to secure your spot. Our cancellation policy is as follows:

- 30 days or more in advance: 100% refund.
- 14-29 days in advance: 50% refund.
- Less than 14 days in advance: No refund will be issued.

### **For Bespoke Training Programmes**

For all custom training programmes, full payment is required upfront to secure your dates and begin the bespoke design process. This upfront payment includes a non-refundable portion that covers the work done on your training.

- A 50% non-refundable design fee is included in the full payment. This fee compensates me for the time and expertise invested in the initial research, design, and customisation of your training programme.
- 30 days or more in advance: 50% refund.
- 14-29 days in advance: 25% refund.
- Less than 14 days in advance: No refund will be issued.

This policy ensures that my time and expertise are valued from the moment I begin creating a tailored programme for you.

### **Rescheduling Policy**

If you need to reschedule a confirmed booking, please notify me in writing as soon as possible. I will work with you to find a new date that is suitable for both parties.

- For Standard Courses: You may reschedule your booking once at no additional charge, provided the request is made more than 14 days in advance of the original training date.
- For Bespoke Training: You may reschedule your booking once at no additional charge, provided the request is made more than 30 days in advance of the original training date.

Subsequent rescheduling requests or requests made after the above deadlines will be treated as a cancellation, and the standard cancellation policy will apply.

### **Notification of Cancellation**

All cancellation and rescheduling requests must be made in writing via email to ensure a clear record. The effective date of the cancellation will be the date the email is received.

### **Circumstances Beyond Our Control**

In the unlikely event that I must cancel a training session due to unforeseen circumstances (e.g., illness, technical issues, or other events beyond my control), I will work with you to reschedule the training at the earliest possible time. If a suitable alternative date cannot be found, you will receive a full refund.

## **General Terms**

### **Intellectual Property**

All training materials, handouts, resources, and content provided by Whitaker Training are and will remain the exclusive property of Whitaker Training. These materials are for the use of the participants in the training and may not be copied, distributed, or otherwise used without my explicit written consent.

### **No-Shows**

No refunds or rescheduling will be issued for participants who do not attend a confirmed training session. The full fee will be retained.

### **Limitation of Liability**

My liability for any claim, loss, or damage arising from a training session is limited to the fees paid by your organisation for that specific training. I will not be liable for any indirect, incidental, or consequential damages.

### **Entire Agreement**

This policy and all related agreements, including the booking confirmation and invoice, constitute the entire agreement between you and Whitaker Training. This agreement supersedes all prior discussions, understandings, or agreements, whether written or verbal.

### **Severability**

If any part of this policy is found to be invalid or unenforceable, that part will be removed, and the remaining terms will continue to be valid and enforceable to the fullest extent permitted by law.

### **Governing Law**

This policy and all related agreements are governed by and construed in accordance with the laws of England and Wales. Any disputes arising in connection with this policy will be subject to the exclusive jurisdiction of the courts of England and Wales.